

## Being a Cashier Under The Coronavirus Pandemic

By: Callie Henson

As a cashier at H-E-B I have seen lots of things, I have experienced the mean customers and the really nice ones. As I see the hundreds of customers that come through my line on a given day I have noticed that people react to this situation in different ways. Some people freak out, some people get really angry, and some people are just thankful that you are there. The best and the worst of people has really come out during these times. There are the people who panic buy just because they are anxious about the whole situation and that is one way they can help cure their anxiety. The people who get really mad at a person like a cashier just feel really uneasy about the whole situation and fear the unknown so they take it out on other people. An example of this is there are customers that get mad at me when I tell them that they can only buy one gallon of milk or one pack of toilet paper. If people would just buy what they need there would not be as much of a need for quantity limits. I think that the customers that do this have their own anxieties about the situation. The way they try to cope with their anxiety is by trying to solve what they can control, which is stocking up on groceries. When someone like a cashier prevents them from panic buying they take all of that anxiety out on that person. It really brings out the selfishness in people, because there is no reason one family needs to buy more than one pack of toilet paper at a time. It is people just being inconsiderate of other people and making it where people can't buy what they need. I think the way that people act during this time shows their true character. Some people choose to have a each man for himself attitude where they only care about themselves and not the people around them. Then there are the people who are giving free lunch to the people on the front lines. I am not saying you have to give anyone a free lunch, but if everyone would act with compassion this world would be a better

place. If you choose to act in a selfish way then that shows that you are a selfish person at heart; but if you act in a kind way that shows that you are a kind person at heart. Bad situations bring out the worst and the best in people, and you need to decide what it brings out in you. Most people have anxiety about this situation, so they should use that anxiety to be a kind person rather than a mean one. When we look back in twenty years it would be great if we could say how we stuck together and helped each other rather than how horrible we were to each other.

I think that the people who are being mean to others during this time don't know how to deal with the anxiety that everyone is feeling. The people that are using this time to be good people probably know how to cope with the situation better than the people who are using this time to be mean. I am grateful for the people who are really nice to be around and just thank you and genuinely appreciate you for just being there. Those are the people that make me want to do my job. I got my job last year just to get some extra money and have kept it throughout the year, I never expected that I would be working in such a crazy time. When I got the job I thought it would be just a normal high school job, but in this past month I have learned that it is far from normal. Despite that, I love being able to do something good and help the people who are compromised so they do not have to work. I have noticed the culture at work has changed a lot. It has always been a great place to work at, but it is more of a community now. We all have gone through an experience together, and we understand the struggles of our coworkers. The H-E-B management has really stepped up to help their employees like temporarily paying everyone at least fifteen dollars an hour, because they know in times like these those few extra dollars an hour make a difference. I think the way H-E-B has handled this whole situation is great, in regards to their employees and their customers. They have put policies in place to help the customers and workers like, requiring masks, only allowing so many people in at a time,

ensuring people are six feet apart, and making people sanitize before entering the store. There are angry customers which can be annoying, but to have people that just thank you for being there makes you not think about the mean ones. I definitely did not think I would ever be working in the front lines of a pandemic, but I never thought we would be in a situation like this. This situation has taught me that there are some things that are unpredictable and can not be planned for in life.